

Section	Procedure Number
Transportation	RCJTC AP.01.93
Procedure Title	
Operator Audits	
Date	Revised
March 7, 2016	

Performance data will be collected in a variety of ways e.g. route audits, customer satisfaction surveys, facility audits, accident/incident/customer complaint reporting and analysis. Additional measures can be added while ones that don't provide management value will be discontinued.

Operators are encouraged to ask any questions regarding the purpose of information collected as Contract Performance Management (CPM) is an open and transparent process.

Individual company results will not be shared among operators. The process is designed to improve the capabilities of the school bus contractors which, through co-operative communication and feedback will improve the overall effectiveness of the services for RCJTC.

Performance Measures

There are many different performance measures that are performed at different times of the year, ranging from simple contract compliance confirmations to more sophisticated operator facility audits, they are:

- Contract Compliance Monitoring
- Facility Audits – Third Party & RCJTC
- Audits – Route, Run and Bus Stop
- Student Eligibility
- Average Run and Route Time
- Route Distance
- Route Combination
- Transportation Statistics
- Vehicle Utilization
- Student Distance
- Student Ride Time
- Accidents
- Incidents
- Student Ridership
- Delayed Routes

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- Customer Service Surveys

Contract Compliance Monitoring

The following contract compliance confirmations must be received in the RCJTC office on or before September 1st annually:

Safety Program	Submission of a complete copy of the Operator's current safety program
Driver and Vehicle Qualification and Consent to Disclosure	An up to date Driver's License Abstract and current Commercial Vehicle Operator's Registration Search is required prior to the start date of the contract and at the request of the Consortium.
Evidence of Insurance	Evidence of insurance required fifteen (15) days before the Contract Start Date - <i>Due August 16th</i>
Workplace Safety and Insurance Board Insurance (WSIB)	Proof of coverage and clearance certificate indicating the Operator is in good standing
Copy of the Driver Training Manual	A current driver training manual is to be provided to the Consortium
Service and Safety Surveys and Programs	The Operator's current safety program will be made available to the Consortium
Operator's Operation's Supervisor	Provide the name to the RCJTC for both the morning and afternoon shifts
Route Number Sign requirement	Confirmation of route signs on every bus (Third window, passenger side) - RCJTC additionally requests a route number sign be placed on the driver's side of the bus for students/parents who wait on the opposite side of the street

Facility Audits

RCJTC may perform facility audits on all school bus operator facilities. The audit consists of the following:

1. Vehicle Maintenance:
 - Detection, Reporting and Repair
 - Trip Inspections
 - Reporting
 - Repair
 - Records
2. Qualification, Records and Reporting
 - Qualified Driver
 - Driver Abstract
 - Conviction Records
 - Operator Collisions

3. Hours of Service

Quantified Margin of Error (QMOE)
Data Items

4. Additional Items (RCJTC Specific)

Licensing and Equipment
Licensing in Accordance with Acts, Regulations and Standards
Ministry of Transportation Annual Inspection Certificate
Maintaining Log Book and Hours of Work
Driver Licensing Requirements
Vehicle Characteristics (minivans equipped with child proof locks)
Vehicle Communications (two way radio)
Compliance with Definition of School Bus

RCJTC staff will perform facility audits on all school bus operators annually. The RCJTC audit consists of the following:

Contract Section	Score	Driver Compliance
10.1	20%	Verify that driver file has the appropriate license for driver; B for 24+ passengers, E for less than 24 passengers and “Z” as applicable (air brakes)
5.12	20%	Evidence of Criminal Background Check/Vulnerable Sector Screening
Sched B	20%	Evidence of annual Epi-Pen Training, annual Ryan’s Law, annual First Aide training, annual CPR refresher (renewable every 3 years)
5.11	10%	Copy of current driver’s abstract is on file and Drivers Medical
na	10%	Incidents/complaints received from RCJTC with follow up in file
Sched G	10%	RCJTC Confidentiality Agreement
na	10%	Drivers Hours of Service recorded on/off duty
Contract Section	Score	Bus and Route Record Keeping
8.3	25%	Actual ridership confirmation - routes on file up to date and consistent with records on file at RCJTC
other	25%	Evidence of driver retraining on preventable accidents/incidents
other	25%	Routes and other information (medical documentation) provided by RCJTC stored in a secure location
other	25%	Defects properly recorded and appropriate repairs made
Contract Section	Score	Safety and Training

8.2	20%	Copy of current Training Manual provided (material consistent with contract)
Sched A/B	20%	Copy of First Aid Course Outline
Sched A/B	20%	Review of Driver Safety Training including Initial, Annual and 3 year training (defensive driving and First Aid and CPR)
other	20%	Verify Drivers are trained in vehicle evacuations
other	20%	Verify Child Check Policy in place
Contract Section	Score	Vehicles
Sched E	20%	Route signs in all windows (3 rd window from service door)
Sched E	20%	Evidence of First Aid Kit and properly stocked
Sched E	20%	Seat Belt Cutters, fire extinguisher
Sched E	20%	Vehicle is clean with no items left on the bus (other than required), under the seats etc
Sched E	20%	Child Check mechanism in place on vehicle

Route Audits

Each Transportation Router will perform route, run and bus stop audits periodically. These audits will be performed in a number of ways:

1. Follow the bus
2. Bus Stop site visit
3. School site visit
4. GPS audit

RCJTC staff will complete the "Route Audit" form after every audit. All discrepancies will be followed up with the Operator and resolved in the most appropriate manner. Failure to comply could result in route adjustment, driver discipline, financial penalties, in accordance with contract. All serious infractions will be brought to the attention of the Transportation Manager.

System Service Analysis (as at Ministry Count Dates, Oct. 31st)

The System Service Analysis data will be extracted from BusPlanner on the formal Ministry of Education 'Count Dates', October 31st. Once the data is extracted and the information compiled into the approved format the General Manager will review the information and follow up on any unanticipated changes.

Once the formal review and analysis is complete, the General Manager will present the annual System Service Analysis to the Administrative Committee

The System Service Analysis will include the following data along with corresponding charts:

1. Student Eligibility
2. Number of Schools
3. Route Time

4. Route Distance
5. Route Combination Summary
6. Transportation Statistics
7. Vehicle Utilization
8. Student Distance Summary
9. Student Ride Time

Accident Analysis

RCJTC will continually review and analyze all accidents that involve vehicles under RCJTC contract. Accidents will be reported on the "Accident Report Form" within 24 hours of the accident. If the accident has been deemed preventable, the operator will confirm the driver improvement measures they have taken as soon as possible with the driver involved in the accident.

The General Manager or their designate will analyze the accident data and based on the findings, and if deemed appropriate, recommend course content for upcoming driver safety workshops or alternate remedies to address identified concerns.

Incident Analysis

An incident is considered to be anything 'out of the norm' that occurs while the vehicle is en route with students on board. All incidents will be reported on the "Confidential – Safe Schools Incident Reporting Form". RCJTC will continually review and analyze all incidents that are reported to RCJTC. The transportation provider will inform RCJTC staff via email as soon as possible and then complete an incident report within 24 hours of the occurrence.

The Transportation Manager and/or their designate will analyze the data and based on the findings, and if deemed appropriate, will recommend an action plan to address identified concerns.

Customer Complaint Analysis

In an effort to understand the expectations of our customers RCJTC staff will track complaints received from our customers; parents, students, school board staff and Trustees. Complaints will be tracked on the "School Vehicle Complaint" form. The bus company must respond to complaints and if appropriate, provide an action or improvement plan.

The General Manager and/or designate will analyze the data periodically to understand the unique expectations of the customer. The RCJTC Team will assess the need to change or alter business practices which may include alternate or new ways of doing business. Any new initiatives will be presented to the Administrative Committee along with any supporting data from the customer complaint database.

Customer Service Survey

A customer service survey will be sent to all school principals. The survey will consist of a set of defined questions which will assist staff in determining any service gaps. The data will be analyzed, a communiqué summarizing the responses will be provided back to the school administrators.

Annual Performance Management Calendar

Month	Tasks
July	Send out Compliance Checklist to Bus Operators Review prior school year performance measures: <ul style="list-style-type: none"> ▪ Accident Data ▪ Customer Complaint Data ▪ Incident Data ▪ System Service Data
August	Receive and verify Compliance Checklist Items Review of contractual obligations
September	Actual ridership confirmation Route Audits
October	System Service Analysis – October 31 st Route Audits
November	Route Audits
December	Route Audits
January	Route Audits
February	Route Audits
March	System Service Analysis – March 31 st Route Audits Facility Audits
April	Route Audits Customer Service Survey – Principals Facility Audits
May	Route Audits
June	Route Audits
Adhoc	Analyze Accident Data Analyze Customer Complaint Data Analyze Incident Data

Related RCJTC Administrative Policies

P.01 *Transportation Policy*

P.01.93 *Operator Audit Policy*

Related RCJTC Forms

F.01.93 *Route Audit Form*